New England Deaconess Hospital
Boston, Massachusetts

pulse

VOLUME 27 — NUMBER 4 JANUARY 1974

Alpha Credit Union elects new officers

The Alpha Credit Union had its annual meeting of members on November 29 in the Joslin Auditorium. Treasurer William Wambolt reported a net income of $36,966.74 from the fiscal year ending October 31, 1973, a large portion of which was distributed in dividends and the rest proportioned into the Guarantee Fund, reserve funds, and undivided earnings.

The Credit Committee reported that despite the healthy financial condition of our credit union, more effort will be exerted to control funds because of the tight money situation throughout the country. The systems for approving and collecting on loans will be tightened.

The amount of individual loans will be the same as in the past. A secured loan will have a limit of $3500 and an unsecured loan will be limited to $500.

Making plans for the new fiscal year are some of the newly-elected directors of the credit union, pictured left to right: (sitting) Mr. Edward Brown, controller at the Joslin Diabetes Foundation, Inc., President William E. Branson, manager of patient service, and Mr. Dan McCarthy, employment manager at the Lahey Clinic; (standing) Mr. Stanley Paxton, assistant controller, and Mr. William Wambolt, associate controller. Not pictured are directors Patricia Keaney, associate director of dietary department, and Henry Knopp, non-in-patient billing department.

Blood donor program completes first year

The NEDH Community Blood Donor Program has been in operation for one year. The program invites anyone in the community, especially employees, their families and friends, and patients, to donate two units of blood to the Deaconess. The donor and his family are then entitled to blood coverage throughout the United States for a period of one year. The statistics of November, 1972 to November, 1973 show that 24 units of blood have been issued through this program. The Deaconess employees whose families have profited from the coverage are grateful to all program members who made this coverage possible.

The first year brought 600 community donations. Of these 228 people donated once, 131 people donated twice, 30 three times, and 5 gave blood four times. Mr. John Reed, Mr. Thaddeus Szarek, and Mr. James McCormick, maintenance and engineering, Mr. Richard Andrews, industrial engineer from the Massachusetts Hospital Association who is based at the Deaconess, and Miss Elaine Broderick, R.N., intensive care unit, are the four-unit donors. Not in the first year statistics, but also a recent four-unit donor, is Mrs. Collette Atchinson, nursing aide on Deaconess 4. These people are on their way to becoming Gallon Club members. Admission is eight donations. With membership they can choose a framed print from the display which will be exhibited at the blood bank.

Anyone interested in donating blood should visit the blood bank, located on Deaconess 3, anytime during the day. Evening appointments can be made by dialing extension 2587. A recently acquired coffeemaker now provides fresh coffee to be served to the donors.

The donor program operates only on a volunteer basis. To have it operate successfully requires your help. If you yourself cannot donate blood, you can still become a member of the program by recruiting five volunteers.

Dr. Olga Greengard receives appointment

Olga Greengard, Ph.D., head of the Growth Laboratory in the Cancer Research Institute, has been appointed for a three year term to the Human Embryology and Development Study Section of the National Institutes of Health, HEW.

At this committee's winter meeting next month in Bethesda, Md., the scientific merit of research proposals from all over the world, totalling several millions of dollars in estimated cost, will be determined by Dr. Greengard and a dozen of her colleagues from other institutions. Proposals surviving this critical review will compete for increasing scarce government medical research funds in 1974.

The Growth Laboratory is an oasis of light and space at the end of the tunnels and halls under the CRI. Here research scientists from the United States and other countries come, usually for a year's collaborative work before returning home. Recent fellows have come from Scotland, Israel, and Hungary, and new arrivals are expected from Spain, Australia, and Venezuela. This international interest grows out of discoveries made during the eight years Dr. Greengard has been at the Deaconess. They concern the hormonal control of growth in infant animals around the time of birth, and with the breakdown of this control in tissues that become cancerous.

Dr. Greengard notes the curious fact that half the applicants to work

(Continued on page 2)

Olga Greengard, Ph.D.

Nursing aide training program continues

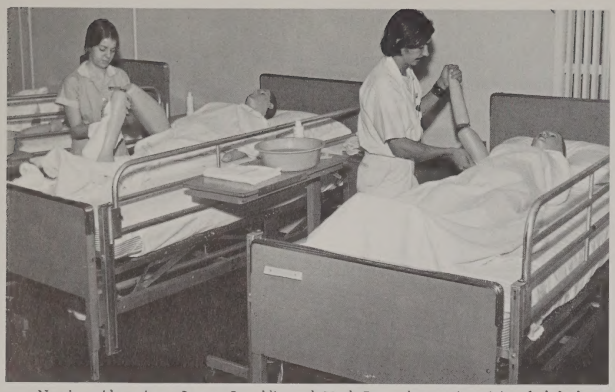
The men wear white shirts and pants and the women wear blue uniforms with blue and white striped cuffs. They are nursing aides and all were trained for their jobs by going through an education program given by nursing service.

Mrs. Margaret Drees, R.N., is the instructor in these classes. The program, which has been in existence for many years, is on-going throughout the year. For new nursing aides the length of the training period is four weeks. Those who have received formal training at another institution have two weeks of review and orientation.

Men and women interested in becoming aides are of all ages with varied educational backgrounds. They are interviewed by the Employee Relations Department and the final decision for hiring is made by Mrs. Gloria Bamford, the staffing coordinator of nursing service.

The training program consists of classroom lectures, demonstrations, and practice sessions. There are usually 15 to 20 trainees in a class. Each trainee learns how to bathe and feed patients, take temperatures and blood pressures, and make hospital beds, and they must become familiar with fire and safety precautions. Nursing aides also learn how to give patients certain selected treatments. During their training, time is spent on the units to practice what they have learned in class.

(Continued on page 2)



Nursing aide trainees Joanne Laughlin and Mark Bernardo practice giving bed baths to "patients" (mannequins) in a classroom at Harris Hall.

Nursing aides . . .

(*Continued from page 1*)

After four weeks the aides have learned the rudiments of their job. While on the patient units, if they should need some advice or assistance they can turn to the nursing staff and the instructors in staff education.

All nursing aides are part of nursing service and belong to the nursing aide and orderly section of the nursing service council. This section meets monthly and the business meeting is chaired by Miss Lois Preston, the associate director of nursing service.

The nursing aide, under the direction of a registered nurse, gives direct care to patients, and therefore is an important part of the nursing team.

Doctors doings

Dr. Joseph L. Andrews, pulmonary and internal medicine, became a fellow of the American College of Chest Physicians at its convocation October 24 in Toronto. He also taught in the pulmonary patho-physiology course of the Tufts Medical School in November on the mechanics of breathing, ventilation-perfusion, acid-base, and acute respiratory failure. On November 15 he presented the lecture "The Varieties of Medical Practice: A Present and Future Look at Medical Care in America and Abroad" to the Harvard College Pre-Medical Society, Cambridge. "Medical Care in India, Sweden, and America: A Perspective" was presented at the University of Massachusetts Medical Sociology Course on December 3 in Boston. He gave the lecture "Smoking and Lung Disease" at the American Cancer Society in Boston on December 4.

* * *

Dr. Blake Cady, general surgery, and **Dr. Elton Watkins, Jr.,** thoracic surgery, attended the National Cancer Institute National Conference on Virology and Immunology in Human Cancer sponsored by the American Cancer Society in New York City on November 28 - December 3.

* * *

Dr. Bradley E. Copeland, pathology, lectured at the Mayo Clinic on November 5-6 in Rochester, Minnesota. The titles of his lectures were "Accreditation and Inspection of the Pathology Laboratory as a Management Tool," "Pursuit of Diagnostic Criteria and Other Fundamental Points of Reference in Clinical Pathology" and "Normal Values and Other Communication Roadblocks in Laboratory Medicine." On December 1 Dr. Copeland went to Merida, Yucatan, Mexico to moderate the Second Western Hemisphere Meeting of the Commission on World Standards of the World Association of Societies of Pathology.

* * *

Dr. Donat P. Cyr and **Dr. Barbara J. Rosen,** hematology and internal medicine, and **Dr. James T. Sparks,** internal medicine, attended the American Society of Hematology in Chicago on November 30 - December 5.

* * *

Dr. Philip M. Hatfield, radiology, gave a lecture entitled "Histolgic Findings in 75 Patients with Scan Diagnosis of Diffuse Hepatocellular Disease" at the Radiologic Society of North America in Chicago on November 25 - December 1.

* * *

Dr. John A. Libertino, urology, spoke on "Revascularization of Non-Functioning Kidneys at the Mexican Urology Association, New York, on November 4-7. At Georgetown University, Washington, D. C., he was a Visiting Professor at its school of Medicine's Surgical Grand Rounds and lectured on "Renovascular Hypertension" and "Revascularization of Non-Functioning Kidneys," November 30 - December 2. He was appointed to the Medical Advisory Board of the Massachusetts Kidney Foundation in October 1973.

* * *

Dr. John W. Norcross, hematology and internal medicine, and **Dr. Malcolm C. Veidenheimer,** general surgery, attended the American Medical Association meeting in Anaheim, California on November 30 - December 7.

Who cares?

The New England Deaconess Hospital . . . roll it around on your tongue . . . think about what it says. New England Deaconess Hospital . . . four words, 27 letters, representing a complex of 14 buildings.

What does it really mean? What does it actually say to each one who has occasion to say it? Even more important, what does it say to each one who has occasion to visit it? This is a propitious time to think about these questions and to reflect on what we'd like the answers to be and what is required of each of us to bring about the desired results.

First of all, it is a hospital . . . a place according to our by-laws for "the care and treatment of the sick." No matter what else, this is its primary reason for existing and our patients and their families should be uppermost on all of our minds. Idealistic? Old fashioned? No . . . it is why we are here . . . and being a patient is a position in which each of us may very likely find himself at one time or another, don't forget.

What then are some of the things New England Deaconess Hospital can mean? Well, of course, it depends first of all upon whether you are an employee, a patient, a nurse, a doctor, a visitor, a trustee, or a friend; whether you are new to the scene, familiar with the Deaconess for years, affiliated through other medical organizations, the policeman on the beat, or many other relationships. But it can mean strength, comfort, life itself or confusion and lack of concern. It can mean a place to work that offers satisfaction and achievement or just another place to put in your hours until you find something better. It can be a place that strives for excellence in care and attitudes or it can be mediocre, commonplace, and bitterly disappointing. It can be an organization we want to support or one that loses our interest. It can be all of these things . . . and is . . . but which do we prefer it to be? That is up to each and every one of us.

When the man mopping the floor smiles at a visitor and says, "Watch your step, Ma'am!", he is the Deaconess Hospital. When an operator or a secretary answers a telephone, she is the Deaconess Hospital. When a nurse bends over a bed and offers tenderness and concern, he or she is the Deaconess Hospital. When a person in any capacity discusses problems in one of our crowded elevators, especially when referring to a patient, he or she is the Deaconess Hospital. Our attitudes, good or bad, become the Hospital to those we greet.

So, when we decide that we'd like the Deaconess to be the dedicated institution it was when the original Deaconesses started it years ago with very little equipment but lots of love and devotion to their patients — or when we wish it could be as friendly a place as it was when we had 500 employees instead of 2000 — or when we question the quality of care that is being given our patients — whatever the reason, then we must realize that it is up to us as individuals to help bring about the desired results and up to each of us to maintain the excellence that is here in abundance.

All of us connected with the Deaconess have much to be proud of. It is a wonderful hospital — one of the best — and not only can we keep it that way but we can make it even better by really caring. Caring is contagious. Enthusiasm is infectious. Won't you try giving that extra measure of care and courtesy? The results can be exhilarating.

Dr. Greengard . . .

(*Continued from page 1*)

in this new field are women, a much higher proportion than in other medical and research areas. She attributes this to the naturally greater interest women have in matters connected with children, matters that may have been relatively de-emphasized by men. "That was why it was all there to be discovered when we looked," she modestly says.

In addition to the intense review of many research applications, the on-going research efforts of her staff, and the editing of three international scientific journals, Dr. Greengard is concerned in another way with the problems of women through her faculty appointment at Harvard Medical School. The Cancer Research Institute Library is the place that Dr. Greengard's Steering Committee of the Medical Area Women's Group holds evening meetings. They are helping to implement Harvard's Affirmative Action Program as effectively and rapidly as required by the Department of Health, Education and Welfare. One goal is the more balanced use of special skills and interests of professional women, such as those which led to the successes of the CRI's Growth Laboratory.

It was a very Merry Christmas

What Child is This

Michele Pieroni, daughter of Dr. Robert E. Pieroni, senior resident in medicine, admires the nativity scene decorated by Miss Muriel Lund, R.N., in the Arthur T. Dooley Chapel.

Here Comes Santa Claus

Santa arrives at the NEDH Employee Christmas Party on December 20 to the delight of the younger NEDH'ers.

Joy to the World

Mrs. Irma Kellner, director of volunteers, (far left) and Miss Ellen D. Howland, assistant director and director of the School of Nursing, (left) serve egg nog and Christmas cookies to employees at the party.

Hark the Herald Angels Sing

The NEDH School of Nursing Glee Club sings carols at an early Christmas concert held December 5.

We wish you a Merry Christmas

The Friends of the Deaconess express the spirit of the season with an open house and a bazaar. Pictured left are Mrs. Lauristan Ward, Jr., (far left) and Miss Dorothy B. Seccomb (left) serving coffee to hospital visitors at the NEDH Annual Open House on December 16. Pictured above, are Mrs. Virginia Randall, librarian at the NEDH School of Nursing, (far left) and Mrs. Irene Hamel, residence director of the School, (left) acting as sales ladies, while Mrs. Anne Downing, patient services, pictured below, makes a purchase at the Christmas Bazaar held December 7 in the Farr lobby.

Deck the Halls with Boughs of Holly

Mrs. Doris Fisher, unit clerk on Farr 8, shares the nurses station with Santa Claus and a Christmas tree.

Mail and Messenger Service: Making the rounds

The telephone starts ringing at 7:30 A.M.

"Messenger service . . ."

"A patient is being discharged. Can one of your men bring a wheelchair when he comes up?"

"I need the slide projector right away."

"Can you take these blood samples to the lab STAT?"

"Did a special delivery package come in for us?"

As dispatcher Steve Savilonis records a messenger request, Mr. George Downs gets the flowers ready for delivery to patients.

It's a typical day in the Mail-Messenger Service. The telephone hasn't stopped ringing since the office opened and will continue to ring until the end of the day.

Mail and messenger service is just one of the functions provided by Administrative Services. Miss Marjorie M. LeBeau's department is responsible for telephone services including installations and the central information desk, maintaining a listing of apartments available in the Deaconess area as well as managing the Autumn Street apartment complex and Kent Street residence, booking conference rooms and audio-visual equipment, and issuing parking permits.

A center of activity is the Mail Room. Located in new quarters on Deaconess 1, it now combines services with Messenger Service. This brightly colored and functional area became home for both in August.

"Since the move, service has improved," says Mr. Arnold Wensky, supervisor in administrative services who assisted in consolidating the two and planning the move.

"We are still in the transitional stage but now each job is interchangeable, with everyone helping out," he continues.

The messengers are always kept moving. When the telephone rings, dispatcher Steve Savilonis records the information, decides on priorities and sends one of the nine full-time messengers to carry it out.

Besides making rounds every half hour, starting at 7 A.M. and ending at 6 P.M., messengers pick up laboratory specimens, inter-office mail, and requisitions from the nursing stations. Immediate errands, such as patient transports and taking stat specimens to the laboratories, are top priority items. The frequent requests for delivery of blood gases, which are good for only 20 minutes, must obviously be done quickly.

To give an idea of the amount of legwork the messengers do, errands average over 4000 a month, excluding routine rounds. Of these errands, more than 1400 are patient transports, an involved and time-consuming process which means moving a patient via a wheelchair or stretcher to be discharged or taken to radiation therapy, physical therapy, or many other areas.

Miss Mary Clair Wiegand transports a patient to be discharged.

As each errand is completed, the messenger calls the dispatch office for the next item on the list. With so much activity it is a rare sight to see an idle messenger.

Movement on the mail side of things is more sedate, although far from motionless. Mail is delivered to the hospital twice a day, morning and afternoon. As soon as it arrives, the three mail men set to work sorting staff and patient mail. Major pick up and delivery of office mail is done at 10 A.M. and 4 P.M., with three additional deliveries for high volume offices. Patient mail is delivered once daily and is the biggest source of mail.

Deaconess mail service does its own metering and packaging. Letters and packages go all over the world, Russia and China included.

Sorting the day's mail are: (l.-r.) Mr. Richard Lewis, Mr. David Colleran, Mr. David Reed, and Mr. Morris Shulman, supervisor of mail-messenger service.

These versatile messengers and mail men — and one woman — also deliver audio-visual equipment and are trained to use it as well. They escort patients to area clinics, mostly Lahey Clinic and Boston Hospital for Women.

Mr. Morris Shulman, supervisor of the Mail Room-Messenger Service, keeps the schedules straight.

And service does not stop on holidays or weekends. Six part-time messengers, mostly college students, are available for the many patient transports and errands that are needed during that time. Many patients like to attend chapel on Sunday and require transporting.

Flowers arrive on Deaconess 1 throughout the day. These beautiful bouquets average 30 to 40 a day and are logged in and brought to the patient floors by the service.

When "Messenger service . . ." records your request but supplies no immediate messenger for your emergency, be patient. A messenger is moving patients, specimens, mail, or flowers. He'll be there as soon as he can.

New England Deaconess Hospital
185 Pilgrim Road
Boston, Massachusetts 02215

pulse

The New England Deaconess Hospital is a 482-bed and 16-building complex. Physicians from the Joslin Diabetes Foundation, Inc., the Lahey Clinic, Overholt Thoracic Clinic and the independent medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine.

PULSE is published monthly by the public relations department of the New England Deaconess Hospital.

R. D. Lowry
Executive Vice President
Richard E. Lee
Director
Evans F. Houghton
Public Relations Manager
Diane Wiffin
Public Relations Assistant
M. Eleanor Clapp
Copy Editor

CHRISTMAS AT NEDH:
See article page 3

New England Deaconess Hospital
185 Pilgrim Road
Boston, Massachusetts 02215

Address Change Requested

Non-Profit
U. S. Postage
1.7¢ PAID
Permit No. 18
Holliston, Ma. 01746

TIME VALUE